

Co-Managed IT vs Hiring Another Internal IT Person

When your internal IT person is overloaded, hiring another employee is not always the only option.

Use this guide to compare internal hiring against co-managed IT support so leadership can make a cleaner decision.

BEST FOR	USE IT TO	NEXT STEP
Overloaded internal IT teams covering support, security and projects.	Compare cost, coverage, escalation, documentation and cybersecurity capacity.	Decide whether the long-term need is another employee, an outside bench or a blended model.

Decision Guide

Use these questions to separate a staffing problem from a coverage, process or specialized expertise problem.

Questions to Ask Before Choosing

- Is the current IT issue daily ticket volume or lack of specialized expertise?
- Does the internal team need help desk coverage, project execution or strategic planning?
- Who owns cybersecurity alerts, Microsoft 365 cleanup, backups and documentation today?
- Would another employee be fully utilized after the immediate pressure is solved?
- What happens when the internal IT person is out, overloaded or leaves?
- Does leadership need clearer reporting and a technology roadmap?

Look Beyond Salary Alone

An internal hire includes recruiting, salary, benefits, management time, training, tools and the risk of one person being asked to cover too many disciplines.

Internal Hire Costs to Consider

- Salary, benefits, payroll taxes and recruiting time.
- Management time and career development.
- Security tools, documentation tools and training.
- Risk if the hire lacks needed project or cybersecurity depth.

Co-Managed IT Costs to Consider

- Monthly support scope and service expectations.
- Which systems, users and projects are included.
- Escalation process with the internal team.
- How documentation, reporting and planning are handled.

Cybersecurity Coverage

One person can own business context, but security work often needs coverage, review and follow-through across several disciplines.

Email Security

Microsoft 365, phishing protection, MFA and risky sign-in review need ongoing attention.

Endpoint Protection

Alerts need monitoring, triage and follow-up instead of being ignored as noise.

Backups

Backup success, restore testing and continuity expectations need clear ownership.

Reporting

Leadership needs practical visibility into risk, progress and next priorities.

Coverage and Availability Comparison

User support volume	Can help if ticket volume justifies a full-time role.	Can absorb overflow and escalation without permanent headcount.
Vacation and sick coverage	Still depends on team size and cross-training.	Adds backup coverage when the internal team is unavailable.
After-hours projects	May require overtime or schedule tradeoffs.	Can support planned work outside business hours.
Specialized skills	Depends on the person hired.	Provides access to broader cybersecurity, Microsoft 365 and project experience.

NEXT STEP

Not sure whether to hire or co-manage? Nevada IT Support can help compare the cost, coverage and operational impact of another internal hire versus co-managed IT support.

Schedule a Technology Review at itsupportnv.com/technology-gap-review/